

## Frequently Asked Questions Update May 23, 2005

### Application Submission Questions

**Question: One of my forms is mandatory but I don't have any information to include in the form. What should I do?**

**Answer:** You must complete every mandatory form even if it does not have any mandatory fields.

(1) If there are no required fields, simply make a least one entry in the form (such as n/a in a text field) then move the form to the completed section on the right.

(2) If there are required fields, you must make a valid entry in each required field (the requirements for each field are explained in the help tips) then move the form to the completed section on the right. Help tips are available by hitting the toggle switch, which appears as an arrow and question mark at the top of each PureEdge form.

(3) If the field is an attachment, include a document that contains the text "no attachments required for this application" then move the form to the completed section on the right.

**Question: I am not submitting a facsimile. Do I need to complete the Facsimile Transmittal form HUD Standard Form 96011) and move it to the Mandatory Forms Completed section of the application?**

**Answer:** Yes, you will need to complete the mandatory fields on the document and move it to the right to have a successful application submission.

The initial information on the form is copied onto the forms when you, the applicant, complete the Standard Form 424 cover page. Even though the applicant does not need to submit a fax, there are additional fields on the Facsimile Transmittal (HUD Standard Form 96011) that must be completed for a successful submission. The mandatory field for indicating the type of document being sent must be completed. Applicants who are not submitting a fax can indicate any type of document just so the field is completed.

Applicants will also have to indicate the number of pages. Applicants are advised to insert the number 0 (zero) to indicate that there are no pages associated with the facsimile cover page. The form also has to be moved to the right to indicate that the mandatory form and all mandatory fields have been completed.

**Question: I am getting an error message that indicates that my password and ID are not valid, yet I received the information from Grants.gov and my registration is complete.**

**Answer:** Check to see if the DUNS number that you are using is the one associated to the ID and password provided through the eAuthentication process. Applicants should contact their eBusiness Point of Contact for the verification that they are using the correct DUNS number. If the DUNS number is correct, and you still have questions, contact the Grants.gov Support Desk at 800-518-GRANTS or email to [Support@Grants.gov](mailto:Support@Grants.gov).

**Question: I have just found out that I am not registered. How long does the registration process take?**

**Answer:** The registration process can take 2-3 weeks, if there is high demand for the service or if the organization registering takes a long time determining who should submit the application and who is the eBusiness Point of Contact. However, turnaround time has been less than a week or a few days. To speed up processing, applicants are urged to go to <http://www.grants.gov/GetStarted> and follow the steps provided to walk you through the registration process. Registration checklists can be found at <http://www.grants.gov/RegistrationChecklist on the Grants.gov>.

**Question: I keep getting messages from Grants.gov indicating that the application package has been revised and I should download a new package. However, when I open the package, the application has not changed. Do I need to download a new application or start my application over again?**

**Answer:** When HUD makes a technical correction to a NOFA, it places the information on Grants.gov in the instruction download section of the application posting. Applicants are advised to download the instructions and read what the change is about and how it affects your application submission requirements. Technical corrections can include changes to the due dates, changes to threshold or program requirements, changes to references in the NOFA, and clarifications in response to applicant questions. HUD will not make a change to the forms in the application package without providing a written Federal Register notice. To date, all the Notices issued have been done with an effort not to change the application package so that applicants would not have to download a new application package of PureEdge forms. We will continue to make every effort to provide instructional changes only. However, this cannot be assured and applicants should always download and read the instructions first. Modifications to the instructions can be easily identified as each PDF file is dated.